

**Ambulatory Care Response To Pandemic Influenza:
Contingency Plans, Long Term Recommendations, and Tools**

PRIORITIES – Overall Ranking

| Ranking | Score | Specific Recommendations | Reference Found in Category |
|---------|-------|--|-----------------------------|
| 1 | 21 | Development of a master plan for use of fax, email, PHSKC website, telephone, text messaging, amateur radio between PHSKC and ambulatory care providers. | Communications |
| 2 | 20 | Identify alternate care facilities within each zone. | Alternate Care Facilities |
| 3 | 18 | Develop call capacity to handle 10,000 public information calls and 20,000 triage calls per day. | Public Information |
| 4 | 14 | Development and implementation of mass media campaign about pandemic influenza. | Public Information |
| 5 | 13 | Complete plan for distribution of antivirals and vaccines. | Clinical Care |
| 6 | 12 | Provide a source of immunity or indemnification for all providers during extreme emergencies. | Legal |
| 7 | 8 | Develop mechanisms for coordination among ambulatory care providers within zones. | Site Emergency Operations |
| 8 | 7 | Develop regional education capacity for ambulatory care provider technical support and training. | Site Emergency Operations |
| 9 | 5 | Development of generic messages for use during a pandemic related to the alterations of ambulatory care provision. | Clinical Care |
| 10 | 4 | Development of procedures for use of communications technology including thresholds for message disseminations, guidelines for message content, and prioritization of methods for dissemination. | Communications |
| 11 | 4 | Development of system by emergency management zone for PHSKC to monitor status of ambulatory care system during emergencies. | Communications |
| 12 | 4 | Develop just-in-time mechanisms for translation of medical materials. | Public Information |

| Ranking | Score | Specific Recommendations | Reference Found in Category |
|---------|-------|--|---|
| 13 | 4 | Increase geographic availability of pediatric management (Hospitals ensure pediatric care in surge planning) | Clinical Care |
| 14 | 3 | Medical Director review and approval of clinical care standards. | Clinical Care |
| 15 | 3 | Development of workgroup dedicated to reimbursement issues. | Payment, Reimbursement and Workers Compensation |
| 16 | 3 | Accelerate Medical Reserve Corps process. | Alternate Care Facilities |
| 17 | 3 | Increase third-party payer flexibility to equitably distribute care and compensation for care of patients during a public health emergency. | Payment, Reimbursement and Workers Compensation |
| 18 | 2 | Development of transportation plan for ill patients. | Clinical Care |
| 19 | 1 | Development of mechanisms for individual provider support by public health. | Communications |
| 20 | 1 | Development and dissemination of local patient emergency preparedness templates for provider distribution. | Public Information |
| 21 | | Clarify the sources of liability protection for volunteers during emergencies and ensure that they are available to all entities that need volunteers. | Legal |